

UNITED STATES DISTRICT COURT DISTRICT OF NEW HAMPSHIRE MEDIATION TRAINING



UNIVERSITY of NEW HAMPSHIRE
SCHOOL of LAW



8:30	Welcome Remarks
8:45	Introduction
9:00 – 10:30	<p>The Traditional “War Model” for Communication</p> <p>Why defensiveness is so pervasive, what is it’s function?</p> <p>Exercise: The Cost of Defensiveness</p> <p>The physiology of defensiveness</p> <p>How it works-“Victim Mind-Set,” “Blame-Game” and other dynamics</p> <p>Exercise: The Creation of Adversarial Relationships</p> <p>The dynamics of power struggle</p> <p>Identifying 2 common misuses of each of our three basic forms of communication: questions, statements, and predictions.</p>
10:30-10:45	Break Refreshments Provided
10:45-12:00	<p>The Powerful Non-Defensive Communication (PNDC) Model:</p> <p>Shifting the Power Dynamics</p> <p>Role Play & Mat Work: Demonstrating the difference in power dynamics by comparing the War Model for communication to the PNDC model to conversation</p> <p>Non-Defensive Questions</p> <p>Compare and contrast traditional methods with non-defensive methods, using role-play, story and discussion</p> <p>Examining the dynamics of intention, voice tone, and body language, using story and role-playing to demonstrate the skills</p> <p>Examining four types of questions that get quickly at the heart of a matter, using relevant stories to clarify their application in actual interactions</p>

12:00-1:00	Lunch – Not Provided for Attendees
1:00-2:00	<p>Non-Defensive Questions - Continued</p> <p>Practice: Large group practice for using four formats for asking questions that get quickly at the heart of an issue, using several examples relevant to the mediation process. We'll debrief and refine skills.</p>
2:00-2:45	<p>Non-Defensive Statements</p> <p>Compare and contrast traditional methods with non-defensive methods, using role-play, mat work, story, and discussion</p> <p>The dynamics of voice tone and body language, using role-play scenario's to demonstrate.</p> <p>Discussion of the four formats for a non-defensive statement, including giving feedback to others and stating one's own position, including reasoning, feelings, and/or beliefs.</p>
2:45 – 3:00	Break – Refreshments Provided
3:00-3:30	<p>Non-Defensive Statements - Continued</p> <p>Practice: Large group practice for applying the skills to the example used in the questions practice, including debriefing to hone skills.</p>
3:30-4:15	<p>Non-Defensive Predictions</p> <p>Briefly compare and contrast traditional methods with non-defensive methods, using story, role-play and discussion</p> <p>Present an overview of two types of prediction that create greater respect and reciprocity</p> <p>Apply the process to the group examples</p>
4:15-4:30	Closing Remarks and Participant Comments